"Meaningful lives for people with disabilities"

2009 Annual Report
A WORD FROM THE PRESIDENT

On behalf of the Board of Directors of 21 Plus, it is my pleasure to congratulate all of the employees and teams on their accomplishments during one of the most difficult years we have experienced. Their efforts to ensure 21 Plus continues to be the premier provider of quality services for our clients are commendable.

It has been an honor to serve as President along with a talented and dedicated volunteer Board. A special thank you to the Board Finance Committee, chaired by Julius Raichle, which meets monthly to guide the financial direction of 21 Plus. A second thank you to the Board Nominating Committee, chaired by Anne Kraljic. They developed a creative approach for recruiting new Board members.

And finally, to the volunteers and donors who unselfishly give their time and money to 21 Plus, we thank you for helping make “Meaningful lives for people with disabilities”.

Wishing all of you continued success in 2010!

Adrienne L. Sanchez
President

Vision Statement
21 Plus, Inc. will continue to make lives meaningful for people with disabilities.

Mission Statement
21 Plus, Inc. will provide diversified opportunities to enhance the quality of life for people with disabilities through a strategic plan.

Value Statement
• All services will ensure dignity and respect for the rights of individuals served.
• All services will promote optimal physical and mental well being as well as personal growth for the individuals served.
• All services will be designed based on individual needs.
• All employees will be dedicated to the mission of 21 Plus, Inc. and provide professional and compassionate care.
• All volunteers will demonstrate a commitment to the vision, mission, and values of 21 Plus, Inc.
• 21 Plus, Inc. will continue to build relationships within the community.
EXECUTIVE DIRECTORS MESSAGE

Thirty years ago, in 1979, when 21 Plus, Inc. was founded, the families and volunteers had a single dream: day activities for their sons and daughters with a developmental disability who were graduating from high school. This inspired, determined group unknowingly planted a seed that would continue to grow over time and surpass their dream.

21 Plus in its infancy was dependent on the local Toms River community for donations, volunteers, and families. The size of the program increased quickly due to the excellent reputation of the agency. Several years later, the need for housing became a priority for the adults attending the day program. In the 80's and 90's the State Division of Developmental Disabilities had a sufficient amount of funding to develop group homes and 21 Plus took advantage of that. By 2005, 25 years later, 21 Plus had 11 group homes and apartments, 2 adult training centers, and a supported employment program. The agency’s dependency now shifted to the State of New Jersey.

In 2009, 21 Plus added a family support program to its array of services and opened a new accessible group home. However, we’ve now come full circle. Since state funding no longer provides the adequate funds needed to operate, 21 Plus has returned to its dependency on local community service groups, grants, volunteers and families for support. In fact, in 2009 we had more service groups assist us with yard maintenance and painting than in any other year of operation.

The mission of 21 Plus was modified in 2009 to include different types of disabilities and age groups in order to increase the opportunities available to 21 Plus. A strategic plan to carry 21 Plus through the next 5 years was finalized with 11 goals. Half of those goals focus on diversifying funding sources, increasing volunteers and marketing the agency. The other half focus on direct services to individuals who live or work in one of our programs. We are also exploring partnerships with peer agencies to expand the resources available to staff and individuals served. In essence, 21 Plus is laying a foundation for the next 30 years.

Throughout the evolution of 21 Plus, it has never lost sight of its purpose: to provide opportunities to enhance the quality of life for people with disabilities. Ninety-one percent of the annual revenue at 21 Plus is spent on program services.

The vision to continue making lives meaningful for people with disabilities is as important to 21 Plus as it was in 1979. The qualities that are valued now are the same as those desired by the founding families in 1979: dignity and respect for individual rights, physical and mental wellbeing and response to individual needs.

21 Plus has been fortunate to have retained a committed volunteer Board of Directors over the years. In fact, some members of the Board are founders of 21 Plus. Their dedication is as strong as ever. In addition, the leadership and compassion demonstrated by the employees of 21 Plus are apparent as you read through the annual report. With this winning combination, we are positioned for more success.

My sincere congratulations to those families who had a dream in 1979 and to all the families, employees, volunteers and the local community who have contributed their time and talents to make the last 30 years successful. Here’s to the next 30!
**HUMAN RESOURCES**

Humans are the Agency’s greatest assets; without them, everyday business functions such as managing cash flow, making business transactions, communicating with numerous entities, dealing with customers and providing services to individuals in the community could not be completed. Humans and the potential they possess drive an organization.

The Human Resources department continuously strives in promoting a positive and rewarding work environment.

**Employee Appreciation Luncheon**

“DOORS CLOSING, DOORS OPENING...I AM SAFE, IT’S ONLY CHANGE...” was this year’s motto. This event was held in September at the Holiday Inn of Toms River with doors opening at 8:30 am with registration and David Velardo, Director of Operations, moderating a Parents Panel. He encouraged them to share their feelings about what they value as parents of a person receiving services at 21 Plus.

Next, the attendees were treated to a workshop which focused on managing stress professionally and personally. This workshop was given by Janice Nitti-Howell from Loving Visions, LLC. The event was topped off with the Awards Ceremony. Thirty-one employees were honored for their longevity with 21 Plus and received awards. Thirty-five were recognized for their service in terms of hours worked.

This special day seemed to overflow with gratitude, from the parents of our service recipients to the generosity of many donors, through gift baskets as door prizes and other gifts bestowed on the attendees.

**21 Plus, Inc. Service Awards**

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**Annual All Stars Award**

For the second year, 21 Plus honored and rewarded those staff who go above and beyond. Each received a $100 gift card along with having their names displayed on an All Stars 2009 plaque at the Administrative Office:

Roseanne Amendolia, Direct Support Staff/Waters Edge
Rita Selvaggio, Direct Support Staff/LATC
Sylvia Anderson, Direct Support Staff/Wayne
Gabrielle Pluemacher, Direct Support Staff/Dallas
Stephanie Schneider, Site Manager/Wayne
Rose Santoriello, Support Staff/Administration

**Highlights**

- The Employee Recognition Fund, supported by the Board of Directors, families and vendors provided eligible employees with a gift card in appreciation for their service to 21 Plus, Inc.
- Surveys were sent to employees for feedback regarding the Employee Appreciation Event and Health Care Insurance.
- The Holiday Open House was hosted in the Administrative office on December 15, 2009 and attended by approximately 60 people.
**WHERE DOES OUR MONEY GO?**

The Finance Department insures the sound financial operation of 21 Plus. The Finance Department secures funding for present and future needs.

2009 Revenue
New Jersey State Department of Human Services Division of Developmental Disabilities: 98%
Capital Improvements 357,107
Vehicles 25,947
Operations 5,176,694

Other sources: 2%
General unrestricted contributions 3,915
21 Plus Foundation donation/OceanFirst Foundation Grant 43,172
United Way of Ocean County 18,022
Ocean County Transportation Grant 3,000
NJ Department of Agriculture Nutrition Grant 17,713
Toms River Community Block Grant 5,860
Total Revenue 5,651,430 100%

### 2009 USE OF FUNDS

**By Function**
- Personnel 70%
- Operations 23%
- Facility 6%
- Vehicle 1%

**By Program**
- Residential 67%
- Adult Training Center 22%
- Supported Employment 2%
- Administrative Costs 9%

**Administrative Costs**
- Programs 91%
- Administrative 9%
QUALITY MANAGEMENT

The Quality Management Department provides oversight for compliance with New Jersey Division of Developmental Disabilities’ regulations, and the Commission for Accreditation of Rehabilitation Facilities (CARF) standards; coordinates agency training, vehicle and plant maintenance; utilizes a committee process to facilitate employee ownership.

Did you know that Quality Management surveys families, employees and individuals served to measure how we are doing?

- There are 8 committees coordinated by Quality Management comprised of 29 employees, 3 individuals receiving services and 2 family members.
- New hires have increased their knowledge of: 21 Plus procedures by 28%, teaching methods 25%, agency mission 33% and the rights of persons served by 19% after completing Initial Employee Training.
- 41 different training topics were offered to employees in 2009.
- 100% of 21 Plus residents find their favorite foods on the menu. 98% like their housemates.
- 97% of persons served in Adult Training Centers are happy with their program.
- Things families like about our Adult Training Centers: Staff are friendly, and there is a variety of small group activities in the community.
- All families stated they would recommend 21 Plus services to others.
- 94% of 967 maintenance work orders were completed within 5 business days.

Do you know that each person served has an annual individualized plan with goals and objectives?

- The number of objectives achieved increased by 9% in residential sites and 28% in vocational sites in 2009.
- 112 objectives were achieved in residential programs and 94 in vocational programs.

Do you know that an Incident Review Committee comprised of the senior management team, provides a thorough, all encompassing assessment of incidents and forwards recommendations to programs for prevention?

- The senior management team represents a variety of professional experiences and expertise and convenes for four hours every month for the Incident Review Committee.
- Recommendations designed to reduced incidents in target areas are assessed on a continuous basis for their effectiveness.

Did you know that Twenty-One Plus Adult Training Centers and Supported Employment are accredited by the Commission for Accreditation of Rehabilitation Facilities (CARF)?

- CARF accreditation is an indication that an agency is in conformance with internationally recognized, person-centered, state-of-the-art standards of performance.
- CARF standards are designed to focus on outcomes, or the results of services with emphasis on continued quality improvement of services and increased satisfaction.

Main Street work crew at Subway
RESIDENTIAL SERVICES

Residential services at 21 Plus are dedicated to enhancing the quality of life for adults with developmental disabilities.

Living in a 21 Plus group home promotes personal growth.
Sandra is a 38 year old woman who has lived at the Wayne Avenue group home for 9 years. Those first few years at 21 Plus Sandra had many medical and emotional challenges that limited her ability to participate fully in the opportunities available at 21 Plus. A great team of staff persevered until they located the medical expertise needed for her very rare condition. They continued to advocate for Sandra’s needs just hoping for a breakthrough. Well, that breakthrough happened in 2009 with many positive changes in her life.

Sandra was given more intensive staffing to help her with daily living skills. With this staffing she has made amazing strides. First, Sandra has conquered her fear of walking alone when out in the community. She will now let go of staff and walk next to them, enjoying being out. Last summer, while at a local boardwalk, staff had to find the closest bathroom which happened to be in a restaurant. As Sandra was leaving she heard music, got on the dance floor and danced. She had a great time. The staff with her was thrilled to be part of this rewarding and unbelievable experience. Sandy has also gone to the Liberty Science Center for a day trip and enjoyed looking at exhibits and dining out.

Sandy is so much more in tune with her surroundings and is becoming more involved in group home life every day. All the staff are ecstatic about her transformation and proud of her growth. Anything is possible with Sandy’s new awareness and caring staff.

Living in a 21 Plus group home promotes optimal physical and emotional wellbeing.
Tommy is a positive, happy guy. Nothing can keep Tommy down, but he was put to the test in 2009. Tommy endured losing his father and aunt within weeks of each other. Shortly after that he broke his foot. This was a big deal because Tommy is always on the go and loves his day program and crew jobs. He now had to cope with an emotional and physical problem.

One problem was solved the day a wheelchair was delivered. He was able to resume those things he liked best: food shopping, the arcade, movies and many more activities. Staff kept his mom informed of his physical and mental wellbeing all along the way. She knew he was well taken care of and she could rest at ease.

Through all the heartache Tommy kept his chin up and a smile on his face. He was also a wonderful support to his mom during this time and was brave beyond belief. During this time staff were like a part of Tommy’s family. Through the love and support of his family and his group home family he got through it. His mom felt secure knowing that during this trying time, he had a place where his healing process could continue.

Residential Data:
Number of individuals served: 53 people.
Age of youngest: 34 years
Age of oldest: 85 years
Residents served age 50 or older: 53%
45% of residents took a vacation in 2009
Each resident experienced an average of 172 outings
VOCATIONAL SERVICES

The creative and coordinated efforts of the Adult Training Centers’ staff encourage individuals served to embrace new opportunities by offering individualized as well as group instruction in communication, socialization, community awareness and work skills.

Work opportunities at 21 Plus are designed based on individual needs.
Mark began working at Main Street Adult Training Center in October of 1991. He is usually a quiet man who would rather listen to the radio than become involved in activities. He typically does not show any interest in work opportunities offered to him. Staff however continued to encourage Mark’s participation. One day he finally agreed to give it a try and cleaned off walkways and parking lots. He still wasn’t sold.

Everything changed when Main Street obtained a work contract with Surf Taco. Suddenly Mark was interested. He knew the day that cleaning was scheduled, collected his cleaning supplies, and put his work vest on. Now Mark completes the job with minimal assistance from staff. When he returns from work it is evident how proud he is. He is curious about other maintenance jobs, but Surf Taco will always be his favorite.

Opportunities at 21 Plus make lives meaningful.
Holly began working at Lakewood Adult Training Center in 2008. She came to Lakewood having never attended a program. Holly stayed at home most of the time after her graduation. She is very quiet but was eager to start program. She made friends almost immediately and adapted to the schedule. She went to volunteer sites and worked on a crew. Holly showed such progress that the staff felt she would be a candidate to work at Six Flags. Holly applied for the 2009 season and was hired to work food service there. While at Six Flags Holly excelled and worked hard each day, doing food preparation at the Character Cafe. She was rehired for the 2010 season. This is a job she looks forward to while she continues to work on skills that she can use for her employment.

Vocational Data:
Participants attending: 86
Average Age: 42
Participants served over age 50: 29
% of participants that have medical conditions: 84%
Volunteer outings: 530
Crew jobs/work outings: 685
Community Recreation outings: 878

SUPPORTED EMPLOYMENT

Supported Employment offers opportunities for individuals to fulfill employment dreams.
Lois began working at the Friendly’s Restaurant in the Ocean County Mall during the busy holiday season of 2008. From the beginning, it was obvious that Lois was a good fit at the restaurant because her cheerful personality meshed well with the positive atmosphere promoted by the chain. She has seen a good deal of turnover in staff and management throughout 2009, however, she always takes the time to learn everyone’s name and remember it. Every Friday, Lois excitedly meets the Employment Specialist in front of Main Street Adult Training Center and is transported to Friendly’s Restaurant. Upon arrival Lois independently clocks in for her shift using an SE prepared task analysis card, and then goes right to her job folding and stuffing the children’s activity placemats. Lois consistently works hard throughout her shift and really enjoys the check she receives each week, saying, “Oh boy, I did it again!”

Highlights
642 follow-along hours by staff made it possible for 21 Plus individuals to maintain their employment.
Despite the poor job market in 2009, Supported Employment staff placed 2 individuals in new jobs.
Total individuals served: 7
FAMILY SUPPORT

21 Plus added Family Support services in October of 2009. The Family Support Coordinator works with families to ease the daily responsibilities associated with living with a person with a disability. The program is also designed to enhance the quality of life for individuals with disabilities living at home with a family member. Current services offered are: weekend companionship, in or out of home respite, individualized instruction, recreation and adult training programs. Some services are funded by the Division of Developmental Disabilities and are free of charge. Others are available for a fee.

VOLUNTEERS

Community volunteers provided many hours in 2009 to beautify and maintain 21 Plus group homes and programs. Some raked and bagged leaves, removed shrubs, trimmed trees and landscaped at several homes. Other service groups painted homes and programs to give them a fresh clean look. The hours of time donated was a gift that was appreciated by all of the 21 Plus individuals residing in the homes or attending the programs. Special thanks to: Toms River Daybreak Kiwanis, Lacey Inter-Act, Central Ocean Rotary, Girtain Signs, Excelon, Sun National Bank, and Eagle Scouts from Venture Crew 101, Toms River, NJ, Jersey Shore district.

The Eagle Scouts doing yard clean up at the Onyx group home.

MEDICAL CASE MANAGER

The 21 Plus medical case manager attended many medical appointments and provided in-home assessments and treatments to 21 Plus individuals. With the expertise and advocacy of the medical case manager, staff and guardians have been able to make educated decisions regarding the best and most appropriate care for individuals served, thereby avoiding unnecessary medical procedures.

The medical case manager created a curriculum on Alzheimer’s dementia and it’s affect on individuals with developmental disabilities. She has provided trainings to improve the quality of care of aging individuals.
AWARDS

21 Plus encourages public recognition for the achievements of our individuals served and staff.

NEW JERSEY ASSOCIATION OF COMMUNITY PROVIDERS COMMUNITY STAR AWARD - James Christie
James has attended Main Street Adult Training Center since his graduation from Toms River High School North in 1979. James is a man with a passion for history, loves baseball, enjoys writing, and recently desired a real job in the community. The desire to work in the community is a new direction for James. James had little motivation over the years when a community job was suggested. He refused to work if it involved collecting trash, mopping or dusting. He would often become annoyed with staff for asking.

James changed his mind with the help of Supported Employment specialist, Katy. When Katy interviewed James, he told her that he was “tired of being a couch potato”, and that “real men have jobs”. James also wanted the opportunity to pay for his own things and to “go on a vacation” with the money he earned. So the job search began. James had interviews, but wanted one that would meet his preferences and give him a feeling of satisfaction. In October of 2008, James Christie got his first competitive-employment job at the Ocean County Board of Social Services, shredding documents for various departments. James’ productivity and work ethic have made quite an impression on his co-workers at OC Board of Social Services. James is not only living out his dream of employment, but is an example for individuals with disabilities of how to overcome challenges. It’s too soon to tell what will be next on this new path of possibilities, but whatever it is, he will accomplish it with his incredible determination and enthusiasm.

James received his Star Award at a dinner dance held at the Westin Hotel in Princeton in May. His family, staff, and friends were there to help celebrate.

NEW JERSEY ASSOCIATION OF COMMUNITY PROVIDERS LEADERSHIP AWARD – Dawn Rubino
In an era where non-profit organizations are challenged to not only find, but retain, fabulous staff, it is with great pride that Dawn Rubino is showcased. Dawn has worked for 21 Plus for approximately six years. She came to 21 Plus with no experience in the field of developmental disabilities. She began working as a Direct Support Professional in one of our Adult Training Centers and then transferred to residential services. That’s when the magic really began to happen for Dawn.

Dawn is eager, articulate, enthusiastic, motivated, sensitive and caring. Therefore, when a Site Manager position became vacant in a group home, Dawn applied and got the promotion in the Dallas group home. With her positive approach, Dawn has changed the culture of the home.

Dawn has high expectations. She saw the potential of the men living there. Dawn recruited many different staff to work in the home, teaching them how to work. Because of the rapport that Dawn has developed with her team, there is a great roster of staff working at Dallas Drive, and two of her staff have been promoted within the agency. Now everyone wants to work at Dallas.

The families of the men living in Dallas Drive swear by Dawn. They can never say enough good things about her. You can feel the positive energy and enthusiasm emanating from Dawn when you walk through the door. Whether it’s her achievements with licensing reviews, paperwork, training staff, or providing the very best life that her “guys” could want, Dawn is the one for the job!

Dawn received her Leadership Award at the NJACP Conference luncheon in November with many 21 Plus friends and family there to cheer for her success.
21 PLUS, INC. 2009 DONORS

21 Plus, Inc. and 21 Plus Foundation are fortunate to have so many friends who donate their time, talents, or financial support. If we have overlooked any donor’s name, please accept our apologies.

**In Kind**
- Ms. J. Armstrong
- D A Barsch
- BD Movers
- Beauty Elements
- Ms. E. Belden
- Blairs Rental Service
- Butler Office Interiors
- Central Ocean Rotary
- Central Printing
- Mrs. P. A. Christopher
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- Dover Office Interiors
- Eagle Scouts, Venture Crew 101,
- Toms River, Jersey Shore district
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$25,000
FMSbonds, Inc.

$10,000+
Mr. Terence O'Grady
Mr. & Mrs. D. Rosen

$5,000+
Mr. Robert Postma

$25,000
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Ms. Nancy Weiss
Ms. Melissa Wheatcroft
Ms. Winifred Walsh
21 PLUS FOUNDATION

Mission Statement
The 21 Plus Foundation, a non-profit charitable organization, was created to perpetuate the mission of 21 Plus, Inc. in providing opportunities for adults with developmental disabilities. The Foundation will assist with unmet needs with its focus on:

- Providing for health, physical and medical needs
- Physically improving program facilities and residential sites
- Building a strong core of 21 Plus, Inc. associates
- Supporting associates through training and education to facilitate skill acquisition

2009 Accomplishments

- Created brochure, flyers and display board to market the agency
- Held 3rd annual Golf Classic at Greenbriar Oceannaire Golf and Country Club netting $19,835
- Constructed 21 Plus website for more visibility
- Solicited community organizations to “adopt-a-home”
- Received a $25,000 grant from OceanFirst Foundation for home improvement and technology
- Conducted two fundraising letter campaigns
- Created a development plan for 2010

Foundation Donations By Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Donations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>20,000</td>
</tr>
<tr>
<td>2004</td>
<td>25,000</td>
</tr>
<tr>
<td>2005</td>
<td>30,000</td>
</tr>
<tr>
<td>2006</td>
<td>35,000</td>
</tr>
<tr>
<td>2007</td>
<td>40,000</td>
</tr>
<tr>
<td>2008</td>
<td>60,000</td>
</tr>
<tr>
<td>2009</td>
<td>50,000</td>
</tr>
</tbody>
</table>

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Vice-Chair: Joel Geisler
Treasurer/Secretary: Mary Norman
Executive Director: Sheila A. Melore

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Barbara Faruggio
Richard Pallamary
John O’Grady
Robert Warner

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Agency Programs
Residential
412/616 Apartments
1912/416 Apartments
Dallas Drive Group Home
Longboat Avenue Group Home
Mizzen Avenue Group Home
Onyx Drive Group Home
Sapling Court Group Home
Southampton Blvd Group Home
Twin Oaks Group Home
Wayne Avenue Group Home

Vocational
Lakewood Adult Training Center
Main Street Adult Training Center

Supported Employment

Family Support

21 Plus, Inc.
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Toms River, NJ 08753

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